



WASHOE COUNTY

Integrity Communication Service

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CM/ACM	<u>JS</u>
Finance	<u>NA</u>
DA	<u>EM</u>
Risk Mgt	<u>NA</u>
HR	<u>NA</u>
Other	<u>NA</u>

STAFF REPORT

BOARD MEETING DATE: May 23, 2017

DATE: May 11, 2017
TO: Board of County Commissioners
FROM: Lieutenant Sandra Barboza, Patrol Division
sbarboza@washoecounty.us, (775) 328-3350

THROUGH: Chuck Allen, Sheriff 

SUBJECT: Discussion and possible direction on the contract and services currently provided by ATB Services, LLC, a Colorado limited liability company that administers the Alarm Registration and False Alarm Ordinance (Washoe County Code, Chapter 54), to ensure ATB Services is meeting the terms of the contracted services agreement with Washoe County. (All Commission Districts.)

SUMMARY

This item is for review and discussion of the current status of the contract and services currently provided by ATB Services, LLC, a Colorado limited liability company that administers the Alarm Registration and False Alarms Ordinance (Washoe County Code, Chapter 54), to ensure they are meeting the terms of the contracted services agreement with Washoe County.

PREVIOUS ACTION

September, 2009 - Board of County Commissioners approved the Alarm Reduction Ordinance. The Alarm Registration and False Alarms Ordinance was implemented on January 4, 2010.

February 23, 2010 - Board of County Commissioners modified the Alarm Registration and False Alarms Ordinance to waive or reduce the registration fee in certain circumstances and pay for the administration of the program primarily through false alarm fees. That amendment was approved on or about June 22, 1010.

May 15, 2012 - Board of County Commissioners approved the request to amend the Alarm Registration and False Alarm regarding the removal of the authority of the alarm administrator to waive or reduce renewal registration fees and modifying appendix A (Fee Schedule).

AGENDA ITEM # 16

BACKGROUND

The Alarm Registration and False Alarm Ordinance is based on the principle that the general taxpayer should not subsidize the response for false alarms. It is used nationally. This ordinance has been proven to reduce the number of false alarms in Reno, Sparks and other jurisdictions where it has been implemented.

The 2010 version of the Alarm Registration and False Alarm Ordinance required an annual registration fee of residential and commercial properties. The alarm registration fees were to pay for the administration of the program, with Washoe County receiving a portion of those fees. The false alarm fees were to be returned to Washoe County. It was estimated that the fees generated as a result of implementing the 2010 version of the Alarm Reduction Ordinance would be used to offset the cost of responding to false alarms.

In February 2010, the Board of County Commissioners modified the Alarm Registration and False Alarm Ordinance to waive or reduce the registration fee in certain circumstances and pay for the administration of the program through false alarm fees. Specifically, the yearly registration fee was waived if the user did not have any false alarms during the previous year. It also allowed for waiver or reduction if there was no change to the alarm user registration information. The company monitoring the ordinance was authorized to obtain its costs through false alarm fines rather than registration fees. That amendment was approved on or about June 22, 2010.

In June of 2012, the Board of County Commissioners modified the Alarm Registration and False Alarm Ordinance to remove the provision that provided a waiver or reduction of the registration fee in certain circumstances. This amendment was approved on June 26, 2012.

DISCUSSION

The Washoe County Sheriff's Office has received sporadic complaints from some alarm users regarding the mailing of false alarm notices, late notices to not receiving notices from ATB Services, LLC. When ATB Services, LLC was contacted regarding these complaints, ATB Services, LLC offered varying excuses for the issues. However, they did and continue to waive fees after the Sheriff's Office contacted them or when there is a significant weather pattern in the area that may affect the efficiency of installed alarms.

FISCAL IMPACT

There is no fiscal impact with this item.

RECOMMENDATION

It is requested that the Board of County Commissioners discuss and give possible direction on the contract and services currently provided by ATB Services, LLC, a Colorado limited liability company that administers the Alarm Registration and False

Alarm Ordinance (Washoe County Code, Chapter 54), to ensure ATB Services is meeting the terms of the contracted services agreement with Washoe County.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: move to give possible direction on the contract and services currently provided by ATB Services, LLC, a Colorado limited liability company that administers the Alarm Registration and False Alarm Ordinance (Washoe County Code, Chapter 54), to ensure ATB Services is meeting the terms of the contracted services agreement with Washoe County.